

TPA RFP EVALUATION COMMITTEE SUMMARY OF FINDINGS

The following represents a summary of each Committee members' numerical ratings and comments justifying the final rating scores for the TPA RFP proposals that the members received from American Insurance Administrators and Arrowhead Health Administrators.

The numerical ratings were based on a rating scale of zero (0) to five (5) points with zero (0) being the lowest rating given to proposers' answers of the RFP's 43 questions. The questions covered such topics as:

- claims adjudication experience
- claims processing reporting capabilities
- customer service and responsiveness to both the County's employees/clients and County administration, and
- claims processing fees and fee guarantees

Committee Member	Final Numerical Ratings	
	Arrowhead Health	American Insurance
Barbara Oliver, Benefits Chief Riverside County	21.20	21.57
Sandra Kelly, Auditor-Controller Manager	15.92	17.33
Mark Gillespie, Accountant II ARMC	20.27	22.77
Kathy Kubesh, Administrative Analyst III, HSS	20.01	21.54
Myrna Cogan, Benefits Chief San Bernardino County	<u>21.32</u>	<u>22.46</u>
TOTALS	98.72	105.67

Summary of Members' Justifications for Final Numerical Ratings

Members reported:

- American Insurance is considerably stronger than Arrowhead Health in reporting capabilities, developing and implementing customized services, and the number of and level of professional staff for managing the County's TPA requirements.
- The fees proposed by American Insurance are nearly \$1,000,000 less, over a 3-year period, than those proposed by Arrowhead Health for ARMC claims processing services.

TPA RFP Evaluation Committee
Summary of Findings
Page 2 – January 29, 2000

- The automated system used by Arrowhead Health appears to be inflexible and limited. The automated systems of American Insurance are flexible and are supported by their own in-house programming staff unlike Arrowhead Health.
- The references for American Insurance regarding customer service and responsiveness were high.
- American Insurance has been in business since 1977 and is a part of a larger company. The company has a staff of 185 personnel with an average length of experience of 7.2 years for their employees.
- American Insurance systems interface with some of the State's systems and data for verifying income and assets, Medi-Cal rates and prescription allowable pay rates for clients served by ARMC's public service programs.
- The administrative reports generated by American Insurance systems would be very useful for analyzing program data.